

## **BERT CONCKLIN NAMED EXECUTIVE OF BUSINESS SYSTEMS MODERNIZATION**

WASHINGTON -- The Internal Revenue Service today announced the selection of Bert Concklin as the Business Systems Modernization Executive. In this position, Concklin will lead the agency in revamping all IRS business practices and technology.

"Bert has a vast amount of experience in the public and private sector that will help us modernize the IRS," said IRS Commissioner Charles O. Rossotti. "The diverse management skills he brings to the IRS will be a strength that will move the agency closer to providing top quality service to America's taxpayers."

Before joining the IRS, Concklin was president of the Professional Services Council (PSC), a national trade association that represents companies in the professional and technical services sector. He was responsible for guiding the strategic and operational activities of PSC. Prior to that, he served as Assistant Secretary/Deputy Assistant Secretary for the Occupational Safety and Health Administration and Director of Information Systems with the Office of Management and Budget. Concklin also developed and managed the startup of the Energy Information Administration at the Department of Energy. During his professional career, Concklin held a variety of technical management and corporate planning positions at firms such as General Electric and McKinsey and Company. He has a Bachelor of Science Degree in Engineering from the U.S. Naval Academy.

Concklin will lead the Business Systems Modernization (BSM) during a crucial period at the IRS. The Business Systems Modernization Program supports the improvement of all IRS business practices and the implementation of technology to enable top quality service to American taxpayers and to IRS employees.

Over the next several years, BSM will touch every facet of the IRS. It will include, among other things:

- an improved level of taxpayer telephone access through call routing;
- a new database system giving IRS employees access to current, updated taxpayer account information;
- numerous enhanced electronic services, including sophisticated web-based self service capabilities;
- the ability to process taxpayer refund checks in days rather than weeks; and
- changes necessary to improve the IRS's custodial and administrative financial controls.

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Under Concklin's leadership, BSM will provide new technology to allow IRS to improve taxpayer service. He will also work closely with the PRIME Alliance, a consortium of experts from the private sector that will work to improve the agency's business operations.

Concklin will report to Chief Information Officer Paul Cosgrave and joins him as a key leader in modernizing the IRS. "I look forward to working hand-in-hand with Bert as we build a system to take the nation's tax agency into the new century, " said Cosgrave.

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